



June 18, 2002

Re: Change of service provider; assignment of existing contracts

Dear Valued Customer:

As you may know, Cypress Communications, Inc. has entered into an asset purchase agreement with WorldCom to acquire the shared tenant services business at your location. Beginning on or after August 30, 2002, Cypress Communications, Inc., and its affiliate, Cypress Communications Operating Company, Inc. (collectively, "Cypress Communications"), will be providing the shared tenant and related telecommunications services that are currently being provided to you by WorldCom's Shared Tenant Services Division and its related telecommunications services provider MCI WorldCom Communications, Inc.

Cypress Communications is a leading provider of premium bundled telecommunications services to small and medium sized businesses located in multi tenant office buildings throughout the United States. The company offers customized, fully integrated *premium* service bundles that may include some combination of voice, high speed internet connectivity, email services, fully managed firewall services, web hosting, virtual private networks, feature rich digital desktop stations, local, long distance and toll free services, calling cards, audio and web conferencing and digital business television. (Additional information on Cypress Communications is available on our website at www.cypresscom.net.)

As your new service provider, Cypress Communications will continue to provide you with the same local and long distance telephone services and other services you currently receive in accordance with the terms and conditions of your existing contract, and notice of future changes, if any, to those terms will be provided in accordance with your existing contracts and applicable law. This change in service providers has been filed with the FCC and state regulatory authorities, and will be virtually seamless for you, because Cypress Communications will utilize similar, if not the same, in-building facilities and support staff currently used to serve you. Please be assured that you will not incur any charges, including local telephone company carrier change charges, related to the transfer of your account to Cypress Communications, but any "freeze" you have placed on your existing telephone lines to prevent unauthorized transfer to another long distance carrier will be over-ridden for purposes of this transaction, and will need to be reinstated by you after the transfer is complete. While Cypress Communications hopes that you will choose to remain with it following the transfer and for many years to come, you do have the right to select another carrier for your services consistent with the terms of your existing contract. Any questions you may have regarding your current services can be addressed by calling WorldCom's Shared Tenant Services Division customer service department using your current toll-free number, 866-711-3208. You may also contact Cypress' customer service

June 18, 2002

Page2

department to learn more about Cypress' services prior to the transfer by calling our toll-free number at 866-819-4098.

In addition, in connection with this change in service providers, your existing contract with WorldCom (or a WorldCom affiliate) is being assigned to Cypress Communications, Inc. Beginning on or after August 30, 2002, Cypress Communications will assume and enjoy all of the rights and responsibilities of WorldCom (or a WorldCom affiliate) under your existing contract for services and your relationship with WorldCom under that contract will be transferred to Cypress. Additional information will be provided relating to changes in billing addresses, technical support numbers, and other contract-related contact information. In the meantime, please continue to pay your invoices in the normal manner.

It has been the pleasure of WorldCom and their various subsidiaries to provide you with quality local, long distance and data communications services and we emphasize that you are a valued customer and will be treated as such by Cypress Communications, who looks forward to serving you and appreciates your business.

Sincerely,

Cypress Communications, Inc.
WorldCom, Inc.

CERTIFICATION OF COMPLIANCE

On behalf of Cypress Communications, Inc. and its affiliates (collectively, "Cypress"), with regard to Cypress' acquisition of the customer base and related assets of the shared tenant services businesses of MCI WorldCom Communications, Inc., WorldCom, Inc., Intermedia Communications Inc., Shared Technologies Fairchild, Inc., and Shared Technologies Fairchild Telecom, Inc., I hereby certify compliance with the requirements of 47 C.F.R. § 64.1120(e). This includes the provision of advanced subscriber notice, in accordance with 47 C.F.R. § 64.1120(e)(3), and the obligations specified in that notice.

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Charles B. McNamee
Chief Executive Officer
Cypress Communications, Inc.



June 18, 2002

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Gregory P. McGraw
President & Chief Operating Officer
Cypress Communications, Inc.



July 2, 2002

Re: Change of service provider; assignment of existing contracts

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As you may know, Cypress Communications, Inc. has entered into an asset purchase agreement with WorldCom to acquire the shared tenant services business at your location. Beginning on or after August 1, 2002, Cypress Communications, Inc., and its affiliate, Cypress Communications Operating Company, Inc. (collectively, "Cypress Communications"), will be providing the shared tenant and related telecommunications services that are currently being provided to you by Shared Technologies Fairchild Telecom (dba Intermedia Advanced Building Networks) and its related telecommunications services provider Intermedia Communications, Inc.

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Page 2

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